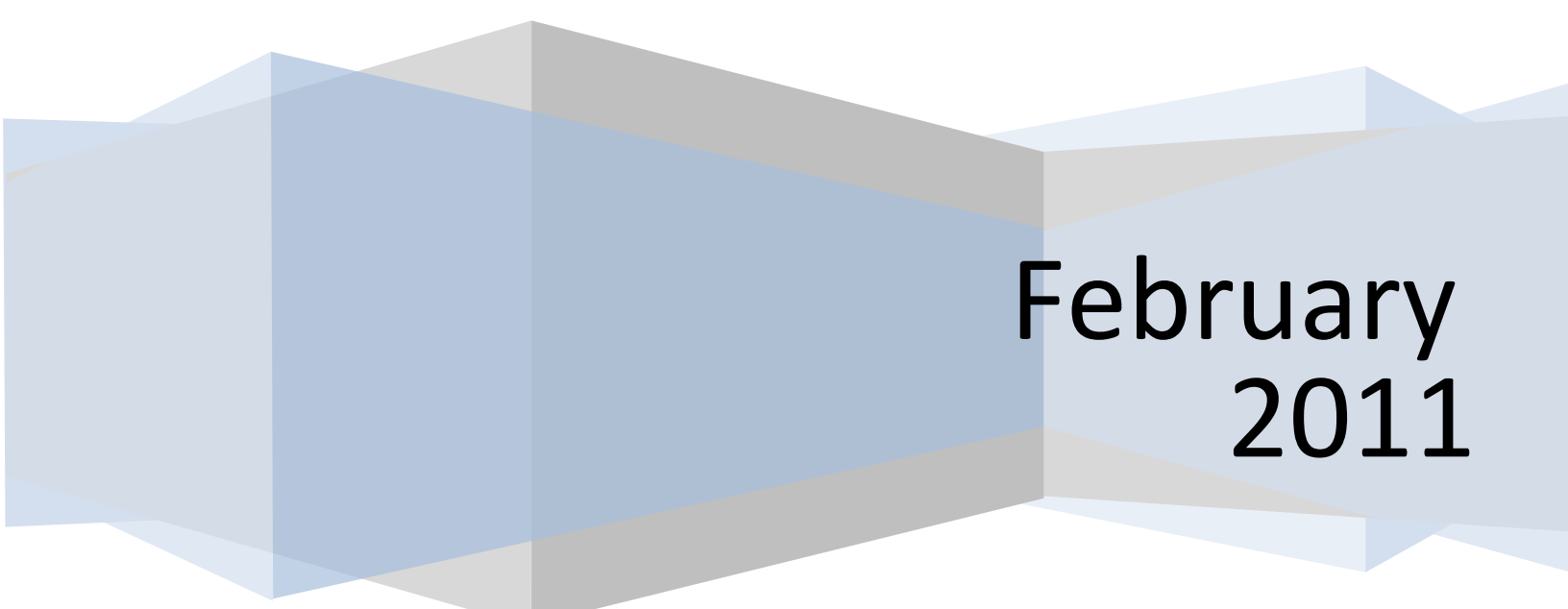


Informatics

Monthly Operating Letter

City of Westfield



**February
2011**

Informatics Monthly Report – February 2011

Technical Services

- Helpdesk
 - 80 tickets created in February
 - 77 tickets resolved
 - 1 are invalid/duplicate
 - 2 have not been started
 - ***See Attached - Figure 1 for breakdown based on tickets created per department***
 - ***See Attached – Figure 2 for helpdesk tickets created Feb.2010 – Feb. 2011***

Professional Services

- ***Field Services***
 - **Tim located 261 tickets**
- ***GIS***
 - 30 GIS helpdesk tickets created
 - 6 maps created
 - Derek created poster for Grand Park display
 - Leane attended IGIC board meeting in Muncie

HIGHLIGHTED PROJECTS:

- ***Sponsored Projects – Proposed, Active, Resolved in February***
 - Youth Assistance Credit Card Acceptance
 - Derek and Derrick met with Janell Voss of YAP to begin conversation on helping them add a credit card donation page to their site.
 - Lower Level Media Room Posters
 - Posters were created and hung in the Lower Level Media Room at the City Services Building.
 - Addressed Westfield Commons Apartments
 - Derek addressed Westfield Commons Apartments in preparation for buildings to go up.

Cost Savings

- Laptops Re-negotiated quote
 - Re-negotiated quote for city laptops - \$1,400.00

Acquisitions >\$100: *See Attached – Figure 3 for breakdown based on fund*

- *Acquisitions not available in Clerkworks at time of report*

Volunteerism:

- Leane spent 2 hours mentoring youth

Figure 1.

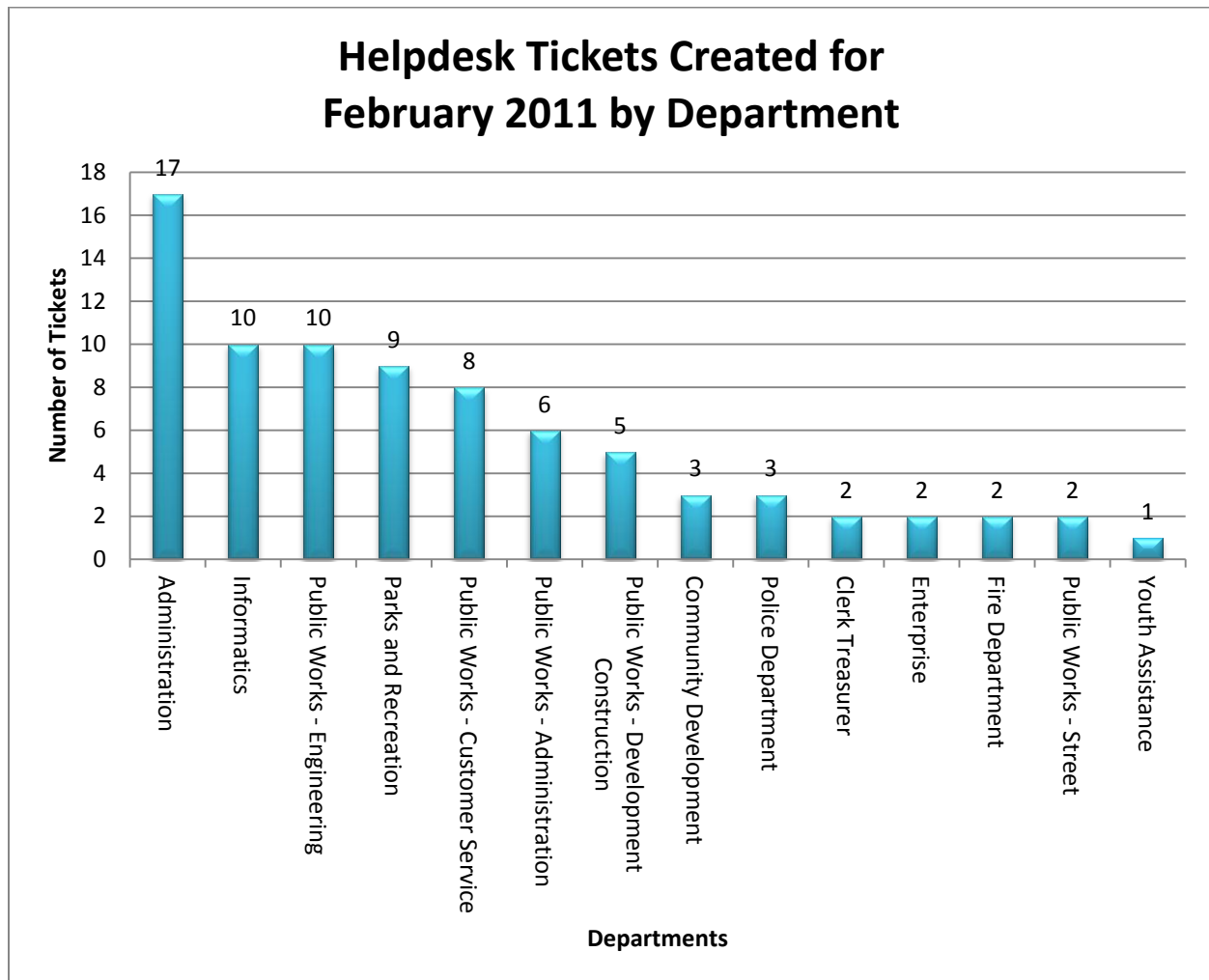


Figure 2.

